



CAREER OPPORTUNITY

Position: CLINICAL, SUPERVISOR
Department: HOME SERVICES
Hours: 35 hours per week – days, evenings and weekends

Position Overview:

To provide case management and HCA personnel management through support, supervision and training. The Supervisor works as part of the team and requires extensive knowledge of the organization and operations of specific areas assigned. The position is required to perform supervisory duties in the field as well as attending at the office.

Key Responsibilities:

- Co-ordinate service to each client based on authorization and service plan; completion of client intakes and reassessments.
- Respond to all concerns of clients and health care aides by telephone and in-home visits.
- Complete and/or ensure health care aides (HCA's) complete appropriate paper work such as Unusual Occurrence Reports, Medication Errors, Incident/Accident Reports and submit as per procedure.
- Arrange and attend case conferences and meetings as required.
- Maintain client files with current information and documentation in accordance with organization policy and procedure.
- Complete delegated tasks such as catheterization, tube feeds, insulin administration etc. as well as mentoring and coaching with HCA's in-field, in-office, or via Microsoft Teams.
- Personnel Management includes; indirect and direct supervision of health care aides, performance management, and completion of yearly performance reviews.
- Interview and provide input in to the hiring/staffing process.
- Initiates client start and termination of file completion.
- Implement procedural changes as directed.
- Be on call on a rotational basis during non-business hours.
- Manage caseloads of a defined number and category of clients and meet certain standards of performances.
- Perform all other related duties as requested by the Program Manager.
- Maintains fit to practice through personal and professional development.

Qualifications:

- A degree or a diploma in relevant area, preferred nursing based, LPN, RN, Public Health, Health Sciences. Active and in good-standing registration with governing body required; if applicable.
- Supervisory experience and/or experience in team leadership.
- A minimum of 1-year work experience in a home care capacity.
- Must provide COVID-19 Immunization Record and be fully immunized (2 weeks after last dose) before start date
- Excellent customer service skills, including the ability to professionally communicate verbally and in writing with AHS, clients, HCA's and team members.
- Proficient in computer applications including Microsoft Office, including excellent keyboarding skills. Experience with Procura or other scheduling software an asset.
- Excellent communications skills including ability to document clearly and accurately, active



listening, convey verbal and written messages respectfully and professionally.

- Excellent organizational skills, including time management, ability to manage multiple demands, and effectively prioritize
- The successful candidate will be required to provide a Police Information Check, including the Vulnerable Sector.

Start date: ASAP

Application deadline: October 21, 2021

Please submit, in confidence, a resume and cover letter referencing job posting HS95 and where you viewed our ad:

Email: humanresources@lfsfamily.ca

Mailing Address: Human Resources, Lethbridge Family Services
100 – 1410 Mayor Magrath Dr. South
Lethbridge AB T1K 2R3

Web: lfsfamily.ca

We thank all candidates for their interest, however, only those selected to continue in the process will be contacted.

Lethbridge Family Services is an equal opportunity employer.

